

OS/2 Strategy for 2005

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[Why an OS/2 Strategy for e-business?](#)

IBM^(R) has endorsed the strengths and benefits of Internet technologies and platform independence for several years and has encouraged customers worldwide to make the transition to the *WebSphere^(R) Software Platform*. Industry standards, Internet technologies, and platform independence are IBM's strategic recommendations for coping with the rapid pace of software and hardware technology changes. Exploitation of industry standards and Internet technologies hedges information technology investments, and platform independence preserves choices and options. Customers who have already made the transition to the WebSphere Software Platform have discovered that Internet technologies and platform independence can create a competitive advantage: they help reduce costs and facilitate the rapid deployment of new applications and services. The transformation to e-business could be a critical factor in a company's growth and prosperity, or a defensive strategy to protect a business from competitors.

[What are IBM's Recommendations?](#)

IBM recommends that customers make the transition from client-and-server environments to the WebSphere Software Platform by exploiting key e-business technologies:

- J2EE – for program portability
 - XML – for data portability
 - Internet protocols – for data transmission and communication control
 - IBM Workplace™ Client Technology – for rich client user interface and local processing
 - Browser – for Web-based application user interface
 - WebSphere Application Server and the WebSphere Portal – for application serving
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What are the OS/2 Plans for 2005?

IBM plans to provide OS/2 support in 2005 in the following areas:

- **Transition and product enhancement services:** IBM offers fee-based transition services such as assessment, deployment assistance, and implementation. IBM will continue to offer a special-bid Total Content Ownership (TCO) program for IBM designated components.
- **OS/2 Support:** IBM plans to provide Technical Support (product-specific, task oriented software and hardware assistance) for OS/2 Warp 4 Convenience Packages and for Warp Server for e-business Convenience Packages through 31 December 2006 for Passport Advantage customers with active Software Maintenance. Customers should install the latest Fix Pack or service refresh to stay current for Technical Support. Customers must maintain active Program Support to obtain Fix Packs or service refreshes. On 31 December 2004 IBM withdrew Technical Support for Java 1.1.8 and Netscape 4.61 for other than install by IBM components. Java 1.1.8 has been superseded by Java 1.3.1. Netscape 4.61 has been superseded by the IBM Web Browser for OS/2. Customers should install the latest service refreshes of Java 1.3.1 and IBM Web Browser for OS/2 to stay current for Technical Support. IBM will consider requests for fee-based

hardware and device driver enhancements and fee-based OEM hardware compatibility testing. IBM posts OS/2 Warp support information to the <http://www.ibm.com/software/os/warp/support/> Web site. Customers are encouraged to work with IBM sales to make sufficient hardware purchases during 2005 to satisfy anticipated OS/2 needs.

For customers entitled to technical support, IBM plans to work with third party ISVs to address customer reported problems. IBM posts the ISV names and products to the [OS/2 ISV](#) Web site.

For customers who choose not to acquire software maintenance, IBM plans to offer a special-bid Service Extension (SE) for IBM designated components. Access to Level 1 and Level 2 support must be purchased and the software must be at the current service level. For customers with or without software maintenance, IBM plans to offer a special-bid Total Content Ownership (TCO) for IBM designated components. Access to Level 1 and Level 2 support must be purchased, and a private code line based on the customer's service level is created. TCO fixes are also generally made available through software maintenance to facilitate TCO customer update to a later service level. Refer to <http://www.ibm.com/software/os/warp/> for further details.

For information on server transition, refer to the ["OS/2 Server Transition"](#) Redbook, SG24-6631-00, published in October 2003. For information on client transition, refer to the ["OS/2 to Linux Client Transition"](#) Redbook, SG24-6621-00. These and other Redbooks are available via the <http://www.redbooks.ibm.com/> Web site.

All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

What Transition Services are available?

IBM recommends that customers utilize IBM Services for consulting, implementation, and operation.

- Both IBM Software Services for WebSphere at the <http://www.ibm.com/developerworks/websphere/services/> Web site and IBM Global Services (IGS) at the <http://www.ibm.com/services/> Web site provide:
 - Design, build, test and deploy e-business application services
 - Branch infrastructure strategy, design, and migration services
 - IBM Global Services Linux Porting Service Practice at the <http://www.ibm.com/linux/solutions/igsapplicationportinglinuxsolution.shtml> Web site provides custom application porting services for customers wishing to incorporate Linux into their application platform strategy.
 - Lotus^(R) Professional Services (LPS) at <http://www.lotus.com/services/education.nsf/wdocs/serviceshomepage> for:
 - Consulting
 - Education
 - Getting Started and Acceleration Packages
 - Tivoli^(R) Services at <http://www.ibm.com/software/tivoli/services/> for architecting and implementing Tivoli management software.
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Summary

In the past ten to fifteen years, companies have benefited greatly from client-and-server technology. However, the cost of maintaining and enhancing applications physically resident on every client has grown significantly. Solutions based on Internet and Java technologies in the WebSphere Software Platform directly address many of the deficiencies responsible for driving expenses so high.

Changing an information technology system is a major undertaking. However, ignoring the relentless pace of technology and the networked economy could be perilous. Change is inevitable, and changes justified by long-term benefits or mandated by competitive pressures are vital investments in a company's future. IBM has been your client-and-server provider and we also intend to be your best choice among e-business providers.

For examples of customer experiences with Java™ and the WebSphere Software

Platform, see <http://www.software.ibm.com/casestudies/>

Notices

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